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APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
09/724,124	11/28/2000	John Richard Rosenfeld	13DV13464	5709

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EXAMINER

THOMPSON JR, FOREST

ART UNIT	PAPER NUMBER
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3625

DATE MAILED: 05/28/2004

Please find below and/or attached an Office communication concerning this application or proceeding.

**Office Action Summary**

Application No.

09/724,124

Applicant(s)

ROSENFELD ET AL.

Examiner

Forest Thompson Jr.

Art Unit

3625

NW

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --

**Period for Reply**

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If the period for reply specified above is less than thirty (30) days, a reply within the statutory minimum of thirty (30) days will be considered timely.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133). Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

**Status**

- 1) ☒ Responsive to communication(s) filed on 09 March 2004.
- 2a) ☒ This action is **FINAL**. 2b) ☐ This action is non-final.
- 3) ☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

**Disposition of Claims**

- 4) ☒ Claim(s) 1-20 is/are pending in the application.
- 4a) Of the above claim(s) \_\_\_\_\_ is/are withdrawn from consideration.
- 5) ☐ Claim(s) \_\_\_\_\_ is/are allowed.
- 6) ☒ Claim(s) 1-20 is/are rejected.
- 7) ☐ Claim(s) \_\_\_\_\_ is/are objected to.
- 8) ☐ Claim(s) \_\_\_\_\_ are subject to restriction and/or election requirement.

**Application Papers**

- 9) ☐ The specification is objected to by the Examiner.
- 10) ☒ The drawing(s) filed on 28 November 2000 is/are: a) ☒ accepted or b) ☐ objected to by the Examiner.  
Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).  
Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).
- 11) ☐ The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

**Priority under 35 U.S.C. § 119**

- 12) ☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
- a) ☐ All b) ☐ Some \* c) ☐ None of:
1. ☐ Certified copies of the priority documents have been received.
  2. ☐ Certified copies of the priority documents have been received in Application No. \_\_\_\_\_.
  3. ☐ Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).
- \* See the attached detailed Office action for a list of the certified copies not received.

**Attachment(s)**

- |  |   |
|--|---|
| 1) <input type="checkbox"/> Notice of References Cited (PTO-892)   | 4) <input type="checkbox"/> Interview Summary (PTO-413)<br>Paper No(s)/Mail Date. _____ |
| 2) <input type="checkbox"/> Notice of Draftsperson's Patent Drawing Review (PTO-948)   | 5) <input type="checkbox"/> Notice of Informal Patent Application (PTO-152)             |
| 3) <input checked="" type="checkbox"/> Information Disclosure Statement(s) (PTO-1449 or PTO/SB/08)<br>Paper No(s)/Mail Date <u>Z</u> . | 6) <input type="checkbox"/> Other: _____  |

### **DETAILED ACTION**

1. The text of those sections of Title 35, U.S. Code not included in this action can be found in a prior Office action (See Paper #6). The text of those sections of Title 35, U.S. Code not otherwise provided in a prior Office action will be included in this action where appropriate.

2. This Action is responsive to applicant's amendment A, see paper #7, filed 03/09/2004, in which applicants amended claims 1, 2, 9, and 11. Claims 1-20 are pending.

3. Claims 1-20 have been examined.

### ***Claim Rejections - 35 USC § 102***

4. Claims 1-20 were rejected in Paper #6 filed on 02/18/2004 under 35 U.S.C. 102(b) as being anticipated by Mikurak (U.S. Patent No. 6,606,744). Examiner maintains the rejection, and presents a revised rejection below based on applicants' amendment and arguments.

Claims 1-20: The disclosure of Mikurak encompasses all aspects of applicants' claimed invention. Specifically, Mikurak teaches the features of:

- a client system accessible by a customer (col. 9 lines 33-48);

- a server system that includes a plurality of servers and secured based on pre-determined criteria (col. 164 lines 25-39);
- a centralized database (col. 96 lines 29-63; col. 206 lines 38-42);
- access at least one of an Online Spare Parts Module, an Online Product Support Module, an Online Overhaul Communication Module, an Online Warranty module, and an Online Component Repair Module, all modules located on a plurality of servers of the parts and repair system (col. 162 lines 44-59);
- receive parts and services information (col. 102 lines 9-27);
- update the centralized database with parts and services information (col. 102 lines 9-27);
- receive an inquiry from a customer to obtain the parts and services information after the customer has been authenticated by the system based on pre-determined criteria (col. 102 lines 9-27); and
- retrieve the parts and services information from the centralized database in response to the inquiry (col. 102 lines 9-27);
- the user is authenticated by the system based on pre-determined criteria (col. 164 lines 25-39)
- searchable on-line catalog or database (col. 96 lines 29-63);
- order manager (col. 45 lines 27-41), in the context of Customer Interface Management process 132;
- user interface (col. 93 lines 26-39);
- current parts data (col. 21 lines 44-55);

- technical documentation with registered user access (col. 94 lines 22-46; col. 164 lines 12-23);
- customer service data (col. 277 lines 25-44);
- warranty service (col. 162 line 44 – col. 163 line 25); and
- presentation on-line of services available and prices (col. 163 line 42 – col. 164 line 10);
- status or timeframe of repairs (col. 91 lines 41-43);
- communication link is a WAN, LAN, intranet or Internet (fig. 78 [7800-7810]); and
- security for authenticated access based on previously stored profiles (col. 182 line 48 – col. 183 line 3).

### ***Response to Arguments***

5. Applicant's arguments filed 03/09/2004 have been fully considered but they are not persuasive.

**Applicants argue**, at pg, 10-14, as per claims 1, 9, and 11, that Mikurak does not describe nor suggest a client system accessible by a customer for accessing repair information for the customer's aviation parts that have been returned to a repair facility for refurbishment. Rather, Mikurak describes an electronic commerce component that merely displays a plurality of items that are available for sale.

**Examiner disagrees.** Mikurak teaches (col. 162 lines 51-59) *The web customer service component of the present invention lists warranties for view by a user in*

*operation 7404 of FIG. 74. When a user has a product that requires service or return under the warranty, the identity of the user is checked to ensure that the user has registered. The claim made by the user is then checked and compared to the warranty to ensure that the claim meet warranty criteria for the requested service or replacement. Once validated, the claim is routed to the appropriate agent. This teaching encompasses applicant's claimed aspect. Therefore, examiner maintains the rejection.*

**Applicants argue**, at pg, 10-14, as per claims 1 and 11, that Mikurak does not describe nor suggest a server system that is configured to receive a user identification and a password associated with the password that enables a user profile wherein the user profile facilitates customizing an output to the user. Rather, the system described in Mikurak limits telephonic communication over a hybrid network based on a user profile, which is included in a rules database.

**Examiner disagrees.** Mikurak teaches (col. 91 lines 44-45) *Optionally, the displayed catalog may be customized based upon the user profile.* This teaching anticipates applicants' claimed aspect. Therefore, examiner maintains the rejection.

**Applicants argue**, at pg, 10-14, as per claims 1, 9, and 11, that Mikurak does not describe nor suggest an Online Warranty Module that permits a user to edit warranty claim information before submission of the claim and to view warranty claim information online. Rather, Mikurak describes a web customer service that lists

warranties for view by a user, checks the identity of the user, checks and compares the claim to the warranty to ensure that the claim meets warranty criteria, and routes the claim to the appropriate agent.

**Examiner disagrees.** Mikurak teaches (col. 162 lines 51-59) *The web customer service component of the present invention lists warranties for view by a user in operation 7404 of FIG. 74. When a user has a product that requires service or return under the warranty, the identity of the user is checked to ensure that the user has registered. The claim made by the user is then checked and compared to the warranty to ensure that the claim meet warranty criteria for the requested service or replacement. Once validated, the claim is routed to the appropriate agent. This teaching provides the ability for a user to input a claim (i.e., edit warranty claim information) as disclosed in the context of The claim made by the user is then checked.* Therefore, examiner maintains the rejection.

**Applicants argue,** at pg, 10-14, as per claims 1, 9, and 11, that Mikurak does not describe nor suggest a centralized database including aviation parts, repair, and services information for a plurality of customers. Accordingly, for at least the reasons set forth above, Claim 1 is submitted to be patentable over Mikurak.

**Examiner disagrees.** The database disclosed by Mikurak is a centralized database. While Mikurak does not specifically teach a database including aviation parts, repair, and services information for a plurality of customers, Mikurak does teach a database including parts, repair, and services information for a plurality of customers (col. 206

lines 38-42). Mikurak does not disclose the specific language of "aviation parts, repair, and services information". However, Mikurak's database and invention specifically provide *a database including parts, repair, and services information* that includes the necessary functionality and characteristics to provide *a database including aviation parts, repair, and services information*. Nothing in applicant's claimed invention prevents the Mikurak database from containing the same information as applicant's database (i.e., aviation-related) information. No distinct feature has been claimed by applicants that obviates the use of the Mikurak reference as prior art. Examiner does not agree that a database for *aviation parts, repair, and services information* is necessarily patentable over a database for *parts, repair, and services information*. Therefore, examiner maintains the rejection.

**Applicants argue**, at pg. 12-13, as per claim 9, that Mikurak does not describe nor suggest an Online Product Support Module that provides online technical documentation for engines and parts which customers already own, including valuable information such as service bulletins, an illustrated parts catalog, engine shop manuals, standard practices manuals, engine data submittals, and fleet highlights. Rather, Mikurak describes a system that includes online technical support including the ability to email a technical support representative and get a reply by email or access an interactive database of problems and solutions.

**Examiner disagree.** Mikurak teaches (col. 159 lines 8-18) *Referring to operation 7402 of FIG. 74, support information on a product may be searched for based on*



*queries input by a user. Queries may be accepted in natural language format as well as by keyword. The support component may respond with additional questions relating to the matter at hand in an effort to better identify the problem. Solutions may be provided over several mediums, including links to web pages, graphics, illustrations, animations, downloadable software updates and fixes, etc. Also provided may be an online technical library with answers to common questions for quick troubleshooting. This teachings of support information on a product may be searched and Also provided may be an online technical library with answers teach applicant's claimed aspect of describe or suggest an Online Product Support Module that provides online technical documentation for engines and parts which customers already own, including valuable information such as service bulletins, an illustrated parts catalog, engine shop manuals, standard practices manuals, engine data submittals, and fleet highlights. Therefore, examiner maintains the rejection.*

### **Conclusion**

6. Applicant's amendment necessitated the new ground(s) of rejection presented in this Office action. Accordingly, **THIS ACTION IS MADE FINAL**. See MPEP § 706.07(a). Applicant is reminded of the extension of time policy as set forth in 37 CFR 1.136(a).


A shortened statutory period for reply to this final action is set to expire THREE MONTHS from the mailing date of this action. In the event a first reply is filed within TWO MONTHS of the mailing date of this final action and the advisory action is not mailed until after the end of the THREE-MONTH shortened statutory period, then the

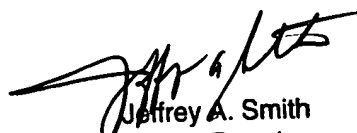
shortened statutory period will expire on the date the advisory action is mailed, and any extension fee pursuant to 37 CFR 1.136(a) will be calculated from the mailing date of the advisory action. In no event, however, will the statutory period for reply expire later than SIX MONTHS from the date of this final action.

7. Any inquiry concerning this communication or earlier communications from the examiner should be directed to Forest Thompson Jr. whose telephone number is (703) 306-5449. The examiner can normally be reached on 6:30 AM-3:30 PM.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Vincent Millin can be reached on (703) 308-1065. The fax phone number for the organization where this application or proceeding is assigned is 703-872-9306.

Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see <http://pair-direct.uspto.gov>. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free).

FT   
05/26/2004

  
Jeffrey A. Smith  
Primary Examiner